



Access to Health and Human Services in Massachusetts Building a Virtual Gateway to Programs and Services

What is the vision?

Last year, Governor Romney announced his reorganization plan for health and human services in Massachusetts. This plan was designed to:

- Improve access for clients
- Improve the quality of services
- Streamline service delivery
- Establish a single coordinated vision for the Executive Office of Health and Human Services (EOHHS)

What is the EOHHS Virtual Gateway?

It is a new way to access health and human service programs in Massachusetts: through a single point on the Internet, the EOHHS web page at Mass.gov (www.mass.gov/eohhs). New on-line tools are currently available to consumers and service providers:

- A **Catalog of Services** with program descriptions including service offerings, the application process, and contact information.
- An **Eligibility Screening Tool** (Ask About Eligibility) that citizens and providers can complete to find out about potential eligibility for health and human service programs.
- A **Common Intake Data Collection Tool** that allows service providers to enter applicant information into one online form, generating applications to multiple EOHHS programs. This tool is being rolled out gradually to providers.

These tools are available for seven EOHHS programs.

1. MassHealth including:
 - a. Children's Medical Security Plan
 - b. Healthy Start
 - c. Uncompensated Care Pool (starting October 1, 2004)
2. Child Care
3. Early Intervention (Catalog only)
4. Food Stamps
5. Substance Abuse (Catalog and Screening only)
6. WIC
7. Women's Health Network

What are the benefits?

These are just a few of the benefits the Virtual Gateway offers providers and consumers:

- Improved access through a single point on the Internet
- A central source for program descriptions
- A straightforward way to apply for multiple programs and services
- Increased access to eligibility information
- Increased efficiency for providers through administrative tools to locate, track, and manage applications

What will the future bring?

New tools and programs will be added over time. Future capabilities will include service tracking and electronic payment functions for certain HHS programs.

Questions?

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